Cisco Unified Communications Advanced Troubleshooting

SKU-CUCAT DUREE 3 JOURS

A QUI S'ADRESSE CETTE FORMATION

Support personnel of CUCM installations and designers of CUCM environments.

PRÉ-REQUIS

Prior knowledge of VOIP concepts and components, CUCM, Cisco IOS gateways and media resources, IP infrastructure, as well as an understanding of traditional telephony.

OBJECTIFS DE LA FORMATION

This course was developed to demonstrate a logical and efficient approach to solve problems in Cisco Unified Communications Networks with emphasis on call processing, functions and features. Using real life problems and experience the FL-CUCAT is based on CUCM 7.1 and focuses on signalling in VOIP environment and interaction with traditional TDM and analog technologies. The use of appropriate IOS debug /show commands and CUCM tools is a major part of this course.

The CUCAT course consists of more than 80 % lab time to provide a realistic and complex environment. Students will face various problems caused either by failures or incorrect configurations. Especially connections between VOIP and non- VOIP (PSTN, PB) are challenging. The course is not suitable to gain knowledge of CUCM, Cisco IOS voice related subjects or generic VOIP understanding, and it is not a replacement of the "Troubleshooting Cisco Unified Communications (TVOICE 8)" but rather an enhancement which addresses subjects not covered in the TUC course.

CONTENU DE LA FORMATION

- Theory
- Call Manager architecture
- Telephony concepts review
- Cisco IOS Voice concepts
- Cisco IOS Voice call-processing (inbound / outbound dial-peers)
- Signaling protocols review
- Quality of Service

Contactez-nous au 00 33 1 30 04 17 60 pour tout renseignement.

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- Failure scenarios Labs

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- PSTN / PBX connections in single / multisite environments
- Voice gateways, MGCP, SIP, H323
- ISDN, CLID no screening, TON, overlapping sending / receiving
- Variable lengths number plans
- CUCM single / multisite
- CUCM distributed processing
- SRST / SRST using CME
- Media Resources local / distributed
- CUCM connected to SIP Service Provider
- CUCM connected with SIP endpoints
- CUCM connected to CME / non CISCO VOIP
- CUBE
- Mobility
- Device Mobility
- Extension Mobility
- Mobile Voice Access
- QOS / Call Admission Control
- Call Routing (local route groups)
- Digit Manipulation
- Translation Pattern
- Calling Party Tranformation
- Called Party Transformation
- Number Globalization (E164)
- Number Localization
- IP Infrastructure failures

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